

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – COMMERCE

FIFTH SEMESTER – November 2009

CO 5502 - HUMAN RESOURCE MANAGEMENT

Date & Time: 07/11/2009 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

SECTION – A

Answer ALL the questions.

(10 x 2 = 20 marks)

Explain the following.

1. Man power planning.
2. Internal recruitment.
3. Objectives of HRM.
4. Employee counseling.
5. Job evaluation.
6. Stress interview.
7. Grievance.
8. Morale.
9. 360° appraisal.
10. Non-financial incentives

SECTION – B

Answer any FIVE questions.

(5 x 8 = 40 marks)

11. Discuss the qualities of a Human Resource Manager.
12. Briefly explain the steps in HR planning process.
13. What is job description? How does it differ from job specification?
14. Identify the various factors that affect recruitment policy and program.
15. What are the different types of test used in the selection process?
16. How will you evaluate the effectiveness of a training program?
17. State the need for and importance of motivation in an organization.
18. Identify the common causes of grievance among employees.

SECTION – C

Answer any TWO questions.

(2 x 20 = 40 marks)

19. Describe briefly the diverse functions of human resource management.
20. Discuss the different on-the-job and off-the-job training methods used in an organization.
21. Explain and evaluate the various methods of performance appraisal.

